

Mathata a bakwang ke ho se ngole puo ya Sesotho ka nepo marangrang a Setjhaba

Aaron Mpho Masowa 

Lefapha la Dipuo tsa Maafrika, Yunivesithing Afrika Borwa, Pretoria

Correspondence: masowam@unisa.ac.za

Kgutsufatso: Puisano ke tsela eo batho ba kgonang ho fetisa molaetsa ka yona. E thusa batho ho bopa dikamano le ho rarolla mathata. E arotswe ka metjha e mmedi e meholo eleng puo e buuwang le e ngolwang. Haeba ho ba le tshetiso nakong eo mongodi a fetisetsang molaetsa ho mmadi, sena se baka pherekano ho mmadi, molaetsa o neng o fetiswa ke mongodi ho mmadi o a ritsa. Leha dingolwa di le teng tse rutang ho ngola puo ka nepo, ho bonahala mathata a ho ngola puo e nepahetseng ya Sesotho e ntse e le pharela. Sepheo sa pampiri ena ke ho bontsha hore ho se ngole mantse ka nepo ho baka mathata puong kaha sena se baka ho ritsa ha moelelo. Bakeng sa pokello ya ditaba ho sebedisitswe dipuisano ho tswa ho marangrang a fapaneng a jwalo ka di-meile, *Facebook*, *WhatsApp* le ditsebiso. Pampiring ena ho sebedisitswe motlolo wa puisano wa Shannon le Weaver bakeng sa ho manolla dipuisano. Diphumano di bontsha hore ho se ngole ka nepo ho se ho jele setsi puong ya Sesotho mme sena se thunthetsa puo se bile se baka mathata a phetisetso ya melaetsa e nepahetseng ka lebaka la ngole e sa nepahalang. Boithuto bona bo kgothaletsa mafapha a mmuso le dikhampane le batho ho hlwaya ditsebi tsa puo ho ba thusa ho hlaola diphoso puong pele ba ka phatlalatsa seo ba se ngotseng.

The problems caused by not writing Sesotho properly on social media platforms

Abstract: Communication is the ability to convey a message. It helps people to form relationships and solve problems. If there is a distraction at the time the writer passes the message to the reader, this causes confusion, and the message loses its meaning. Although there are books that teach how to write a language correctly, it seems that writing the correct language for Sesotho remains a challenge. The purpose of this article is to show that not writing words correctly causes problems in language as this causes a distortion of meaning. For the collection of data, conversations from various social media platforms, such as email, Facebook, WhatsApp and text messages, have been used. In this article, the Shannon and Weaver model for communication has been used to analyse the data. The findings show that not writing correctly in Sesotho has now become a norm, and this causes problems in the language. This study encourages government departments, companies and people to identify language experts to help them identify errors in language before publishing what they have written.

Selelekela

Puisano e bohlokwa haholo maphelong a rona batho, hobane batho ba re ahlola ho latela kamoo re buang kateng haholo ha re tla re shebabane le ntlha ya puisano e ngotsweng. Puisano e ngotsweng ke mokgwa o mong oo re fetisang molaetsa ka ona ho tloha ho motho e mong ho ya ho e mong. Gaber (2022: 2005) o hlalosa hore puisano e kenyeletsa mefuta e fapaneng ya puisano moo ho sebediswang mantse, puo e buuwang, e ngotsweng le ya matsoho. O tswela pele ho hlalosa hore re sebedisa puisano ho tsebisa ba bang ka ditlhoko tsa rona kapa ho fetisa tsebo. Re boetse re na le puisano eo eseng ya molomo mme yona e iponahatsa ka ho sebedisa ditho tsa mmele bakeng sa

ho fetisa molaetsa tse jwaloka seemo, ho tsitsinyeha, ho shebana mahlong, ho tshwara le ponahatso ya sefahleho jwalojwalo. Boholo ba nako ya rona re le batho re bo qeta re buisana ka mekgwa ena e fapafapaneng. E kaba ka puisano ya molomo, e ngotsweng kapa ya tshebediso ya diitho tsa mmele. Lucas (2015) jwalo kaha a qoqitswe ho Gaber 2022: 2005) o tswela pele ho hlalosa hore modumo wa lentswe o kenyeletsang sehlo le modumo ke dikarolo tsa puisano e sa buuweng.

Ka lebaka lena, tswelopele le ntshetsopele ya thekenoloji di susumetsa hore batho ba sebedise marangrang a jwalo ka di-imeile, *facebook, Instagram, Twitter, Skype, TikTok, Telegram, Microsoft Teams, YouTube* le *WhatsApp* ho etsa mohlala wa tse mmalwa bakeng sa puisano. Tshebediso ena e thusa hore molaetsa o fihle ka potlako le ho fihlella batho ba bangata ka nako e le nngwe. Ntle le moo, re boetse re sebedisa dingolwa tse jwalo ka dibuka, mangolo, masedinyana hammoho le disebediswa tse kang selefouno, theleveshine le seyalemoya ho fetisa molaetsa. Mekgwa ena e potlakisa puisano pakeng tsa batho. Ho ya ka Prabavathi le Nagasubramani (2018: 29) puisano ke mokgwa wa tsamaiso wa ho romella le ho amohela molaetsa pakeng tsa batho ba babedi, motho le sehlopha kapa ho tswa sehlopheng ho ya sehlopheng se seng. Hore puisano e etsahale, ho lokela hore ho be le phapanyetsano ya maikutlo le mehopollo e bang teng.

Ho ya ka Prabavathi le Nagasubramani (2018) ho na le mekgwa e mene eo puisano e etsahalang ka yona e leng: 1. Puisano e amahangwang le bophelo ba letsatsi ka leng ba motho, 2. Puisano e kenyeletsang mekgwa e mmedi kapa ho feta, 3. Puisano ekaba mokgwa wa tsela e le nngwe kapa mokgwa wa tsela tse pedi, 4. Puisano e itshetlehile hodima motjha o itseng. Diratswaneng tse latelang, mekgwa ena e hlalositse ka botebo.

- 1) Puisano e amahangwang le bophelo ba letsatsi ka leng ba motho: Karolo ya motho ya bophelo ba letsatsi ka leng e itshetlehile hodima puisano. Motho o kgona ho thea setswalle, ho phela bophelo bo hloakang tshitiso ka ho sebedisa puisano. Sena se re tlisa ntlheng ya hore ha ho kamoo re ka tsebang ho phela re le batho ntle le puisano. Hape sena se tiisa taba ya hore motho le puo ba sitwa ho arohana mme bobedi ke di-ya-thoteng-di-bapile kaha ke ka puo moo re bang le puisano pakeng tsa batho ba babedi kapa ho feta.
- 2) Puisano e kenyeletsa mekgwa e mmedi kapa ho feta: Bonyane mekgwa e mmedi kapa ho feta e ya ameha puisanong. Mekgwa ena e ka arolwa ka mekgahlelo e mmedi e meholo e leng mokgahlelo wa motho ya romelang molaetsa mme ona o bitswa **moromelli** le mokgahlelo wa motho ya amohelang molaetsa mme ona o bitswa **moamohedi**. Leha ka nako tse ding moromedi a ka romella molaetsa ho sehlopha sa batho ba amohelang molaetsa e leng baamohedi ba ditaba.
- 3) Puisano ekaba mokgwa wa tsela e le nngwe kapa mokgwa wa tsela tse pedi: Puisano e ka nka mokgwa wa sebopelo sa tsela e le nngwe kapa tse pedi moo moromelli a fumanang tlaleho ho tswa ho moamohedi. Mokgweng wa tsela tse pedi, moamohedi o romella tlaleho ho moromelli ka morao ho hore a fumane molaetsa, athe ho mokgwa o le mong ditaba di tloha ho moromelli ho ya ho moamohedi feela. Mona teng moamohedi ha a romelle tlaleho ya mofuta ofe kapa ofe ho moromelli.
- 4) Puisano e itshetlehile hodima motjha o itseng: Puisano efe kapa efe e etswang ke batho e itshetlehile hodima mokgwa o itseng. Mokgwa oo ekaba o ngolwang, wa molomo kapa ka tshebediso ya diitho tsa mmele. Jwale he, hona ho re tlisa ntlheng ya hore puisano ke mokgwa oo ka wona re fetisang molaetsa ho tloha mothong e mong ho ya ho e mong. Ke tsela eo re kgonang ho arolelana lesedi, maikutlo, mehopollo le dintlha tse ding ka yona.

Puisano e ngotsweng

Puisano e ngotsweng ke mokgwa oo esaleng o le teng ho tloha nakong ya ho fihla ha baruti kontinenteng ya Afrika. Mokgwa ofe kapa ofe wa puisano o ngotsweng ho tloha ho moromelli ho ya ho moamohedi o bitswa puisano e ngotsweng. Jwalokaha re ile ra hlalosa pejana mehlala ya mekgwa ena e kenyeletsa mangolo, dipampiri tsa diphuputso, ditlaleho le ditlalebo. Kaha ditaba di fetiswa ka mokgwa o ngotsweng, ho bobebe haholo hore di ka fihlella batho ba bangata ebile kaha di ngotswa fatshe di fihla di jwalo ho bohle ba di amohetseng, mme ebang di sa ngolwa ka nepo bohle ba di amohetseng ba ka di toloka ka tsela tse fapaneng mme sena se ka tshwana sa fetola moelelo wa motheo oo moromelli a neng a o rerile ka sengolwa sa hae.

Ho etsa bonnete le ho netefatsa hore puisano e ngotsweng e ba e atlehleng, e lokela ho hlahlojwa ka hohlehohle. Sena se lokela ho etswa pele puisano ena e ka phatlalatswa kaha moromedi ha a fumane tlaleho ya seo a se ngotseng hanghang jwalo ka ho puisano ya molomo. Jwale moromedi o lokela ho etsa bonnete ba hore diphoso tsa puo di a hlaolwa mme tshebediso ya puo e ba e bobebe.

Dingolwa tse hlahlobilweng

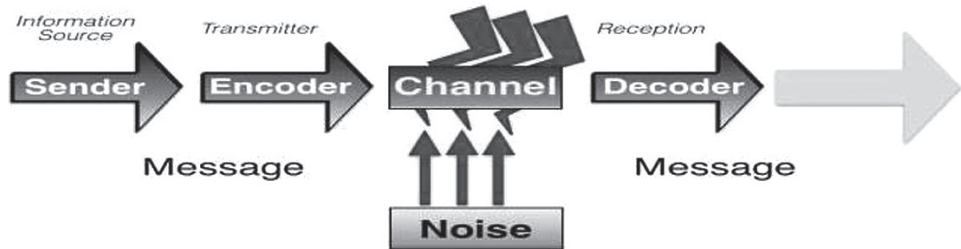
Phuputso ena ha se ya pele ya ho shebana le ditaba tsa ngolo puong ya Sesotho. Ho na le bafupotsi ba nnileng ba etsa diphuputso tsa ngolo leha e le ka sepheo se fapeng le sena. Ntle le moo bafupotsi ba bangata ba nnileng ba sebedisa motlolo ona wa Shannon le Weaver diphuputsong tsa bona ba kenyeletsa Al-Fedaghi (2012), Gaber (2022) le Baecker (2013). Ho ya ka Griffin (2012) jwalokaha a qotsitswe ho Kubota (2019: 54) tshusumetso e kgolo ya diketsahalo tsa puisano e bakilwe ke ntshetsopele ya diphatlalatsa tse jwalo ka thelevishene, seyalemoya le difouno kaha di sebedisa thangthang ya puisano. Mehleng ya kajeno, dikgokahanyo tsa setjhaba tse kang *Facebook*, *Instagram*, *Twitter*, *TikTok*, *YouTube* le *WhatsApp* ke tse ding tsa tse bohlokwahadi ha re ya re shebane le diketsahalo tsa puisano. Ntlafatso le ntshetsopele ena e ntjha ya thekenoloji e na le kabelo e kgolo tabeng ya ho ithuta le ho ruta puo. Ito (2019) jwalokaha ho qotsitswe ho (Gaber 2022: 54) o re batho ba bangata ba sebedisa marangrang ana ho ka ngola melaetsa e matla hore ba tle ba fumane tlaleho ho tswa ho batho bao ba sa ba tsebeng. Ntjha ena e tshehetswa ke Hew le Cheung (2013) jwalokaha ho qotsitswe ho Barrot (2022: 2535) moo ba hlalolang hore thekenoloji ena e dumella batho ho hlahisa le ho arolelana ditaba tse hlahiswang ke basebedisi le ho sebedisana le ba bang ka hara marangrang a setjhaba. Athe Mancas (2020) jwalokaha ho qotsitswe ho Barrot (2022: 2538) o hlalosa marangrang a na a setjhaba e le ditshebetso tse thehilweng marangrang tse sebediswang ho arolelana ditshwantsho, mohlala: *Instagram*, ho fana ka tlhahisoleseding, mohlala: *Pinterest*, dinepe kapa dividio, mohlala: *Skype*, melaetsa ya hang-hang, mohlala: *WhatsApp* le thelekramo kapa motswako wa tsohle, mohlala: *Facebook*. Ka lehlakoreng le leng Kubota (2019: 54) yena o hlalosa hore puisano ke bokgoni ba bohlokwahadi boo baithuti ba bo hlohang ha ba hloka ho tswela pele ka lekala le itseng la thuto. Al-Fedaghi (2012: 8) pampiring ya hae e bitswang 'A conceptual foundation for the Shannon-Weaver model of communication' o ile a ntlafatsa motlolo ona wa Shannon le Weaver ka ho sebedisa tlhahiso e ntjha motlong ona ka sepheo sa ho kwala dikgeo tse fapaneng ho mawa a puisano mme a etsa kopo ya mokgwakatamelo o tshwanang.

Motlolo wa Shannon le Weaver

Ho ya ka Gaber (2022: 4) motlolo wa puisano o sibollotsweng dilemong tsa bo 1948 ke Motlolo wa Shannon le Weaver mme wa ntlafatswa ke Sabah Al-Fedaghi ka selemo sa 2012. Motlolo ona o hlalosa hore puisano ya batho e ka arolwa ka dikotwana tse tsheletseng tsa mantjha e leng: moromelli, sefetisi, metjha, ditshitiso, mofotoledi le moamohedi, mme Gaber (2022: 15) o bontsha moo Norbet Weiner a kenyeletsang ntjha ya tlaleho e le ya bosupa dikotwaneng tsena. Ho ya ka Kubota (2019: 55) Yashima le Kubota (2012) ba dumellana le Gaber (2022) ka dikotwana tsena tsa motlolo ona wa Shannon le Weaver. Ho ya ka motlolo ona mohlodi wa tlhahisoleseding o bolela motho ya romellang molaetsa ka tshebediso ya sefetisi. Sefetisi sena ekaba sesebediswa sefe kapa sefe sa matsatsing a kajeno, ho kenyeletsa selefouno le dikhompiyutara. Molaetsa o fetiswang ka metjha o amohelwa ke moamohedi. Motlolo ona o ama dintjha tse kantle tse nang le tshusumetso ho molaetsa o fetiswang ho tswa ho mohlodi. Gaber (2022) o tswela pele ho hlalosa hore taba-taba e ka sehloohong ya motlolo ona ke ho hlalosa kamoo molaetsa o lahlehang kapa ho senyeha kateng nakong ya puisano. Hape o hlalosa hore motlolo ona wa puisano o sebedisa moralo o lotomanyang bakeng sa ho hlahloba hore molaetsa o fetiswa le ho amohelwa jwang. Kahona motlolo ona o hlomphelela bokgoni ba wona ba ho ka hlalosa kamoo moelatsa o ka se tolokweng le ho se utlwisiswe hantle kateng nakong ya ho fetisa le ho amohela molaetsa.

Ho ya ka motlolo ona wa Shannon le Weaver, mokgwa wa tsamaiso o fetisang tlhahisoleseding ho tswa ho mohlodi ho ya ho moamohedi o lekodisiswa ka botlalo, mme bohlokwa ba ho fokotsa ditshitiso le metjha di lokela ho elwa hloko ha ho fetiswa molaetsa ka mokgwa wa puisano. **Sebopeho 1** se bontsha motlolo ona wa Shannon le Weaver wa puisano.

Shannon-Weaver's Model OF Communication



Sebopeho 1: sa Mottolo wa Shannon le Weaver (Gaber 2022:5; Creative Commons Attribution CC-BY-NC 4.0)

Moromelli (Mohlodi wa ditaba)

Ho ya ka mottolo ona wa Shannon le Weaver, moromelli ke mofetisi wa molaetsa ho ya ho moamohedi. O sebedisa metjha e fapaneng ho fetisa melaetsa, mme o lokela ho etsa bonnete ba hore nakong eo a romellang molaetsa ditshitiso di fokotsehile ka hohlehole. Ntlheng ya ditshitiso re ka bua ka mongolo le mopeleto.

Sefetisi/Encoder

Sefetisi sa moelaetsa ekaba sebediswa kapa motho ya fetolelang molaetsa wa moromelli kapa mohopolo wa matshwao a ka romelwang ho moamohedi bakeng sa puisano. Mottolo ona o etseditswe ho hlalosa hore re buisana jwang, re sebedisa disebediswa tse kang diselefouno kapa khompuyutara hammoho le dingolwa tse fetisang mantswa a rona ka tsela tse fapaneng. Ka lehlakoreng le leng ho latela (Drew 2019) sefetisi e ka ba motho ya fetolang mohopolo ho ba mantswa a ngotsweng kapa a buuwang mme a fetisetsa ho motho e mong, ha ka nqa e nngwe sefetisi e ka ba seyalemoya le thelevishene tse fetolang lentse ho ba maqhubu di be di a fetisetsa mothong e mong Drew (2019) jwalokaha a qotsitse ho Gaber (2022: 2020).

Metjha/Channel

Sefetisi se sebedisa metjha e fapaneng bakeng sa ho romela melaetsa. Se sebedisa metjha e jwalo ka ho letsetsa motho, ho romela i-meile, dibuka, mangolo jwalojwalo ho ka buisana le ba bang.

Tshetiso/Noise

Tshetiso ke bohato bo bong ba mottolo ona wa puisano. Tshetiso e sitisa ho fetiswa le ho tsamaiswa ha molaetsa ho tswa ho moromelli ho ya ho moamohedi. E tena e rehwa tjena kaha e ka thibela hore motho a utlwisise se buuwang kapa se ngotsweng. Tshetiso ya kantle le ya kahare ke tse ding tsa ditshetiso tse hlahang. Hona ho kenyetsa ho etsa phoso ya mongolo ho tswa ka lehlakoreng la moromelli. Drew (2019) jwalokaha a qotsitse ho Gaber (2022: 2021) o re ho bohlokwa hore batho ba ele hloko hore ba fokotsa ditshetiso tsena nakong ya thomello ya molaetsa, hoba sena se tla thusa ho ntlafatsa boleng ba molaetsa.

Sefetoleledi/Decoder

Mottolo ona o ile wa etswa ke Shannon le Weaver (1948) ka sepheo sa ho fetisa puisano e fetiswang ka disebediswa tse kang mohala/selefouno. Jwale he, ho mokgwakatamelo ona, sebediswa se setolelang molaetsa ho tswa ho ditlhaku kapa maqhubu ho ya ho mokgwa oo moamohedi a tlang ho utlwisisa se a hlokeha ka nako tsohle. Puisanong ya rona re le batho, re hloka ho fetolela se ka bang se ngotswa fatshe ka hore re se balle hodimo hore se tle se tlise kutlwisiso ho wena jwalo ka moamohedi wa ditaba.

Moamohedi/Receiver

Puisanong ho lokela ho ba le motho wa ho qetela eo ditaba di lebiswang ho yena mme yena ke moamohedi. Difetisi tsa molaetsa le tsa ho amohela molaetsa di lokela ho shebahala ka ho tshwana, ho seng jwalo puisano e ke ke ya kgonahala. Moamohedi o lokela ho ba le sesebediswa bakeng sa ho amohela molaetsa. Ho tea mohlala, motho ya nang le kgaello ya pono, o na le sesebediswa sa kelello ho utlwisisa boitshisinyo ba mmele empa ha a na bokgoni ba ho amohela melaetsa ka motjha wa pono. Jwale he moamohedi ekaba motho, selefouno le motjhini o kgonang ho fetolela maqhubu kapa mongolo ho molaetsa o utlwisisehang.

Tlaleho/Feedback

Re tla hopola hore Shannon le Weaver (1948) bona ha ba ka ba bua ka sekotwana sena motlolong wa bona. Sena se tlile ka Norbert Weiner ka mora hore a sehollle motlolo ona wa Shannon le Weaver wa puisano. Ho ya ka Gaber (2022: 2023) ha moamohedi wa moaetsa a arabela ho moromelli wa molaetsa puisanong ya bona, sena se bitswa Tlaleho. Moamohedi a ka arabela kapa a bontsha moromelli hore o fumane molaetsa ntle le tshetiso ya letho. Ho ya ka Drew (2019) jwalokaha a qotsitswe ho Gaber (2022: 2023) tlaleho e hlaha nakong ya puisano ya batho, ha ba arabela ho i-meile kapa ka tshebediso ya ditho tsa mmele nakong ya puisano.

Tse fumanweng

Karolong ena re tlo qoqa ha batsi ka dipuisano tse fumanweng ho marangrang a kang *WhatsApp*, *Facebook*, melaetsa e mekgutshwane, diphosetara le di-imeile. Re tlo sebedisa motlolo ona wa Shannon le Weaver ho ka manolla melaetsa e ditshwantshong tse ka fatshe.

Setshwantsho sa 1

Ha re tadima mantswa ana: *hofeta,retla.letsebisa,fla* setshwantshong se ka tlase. Re fumane hore ha a ngolwa ka nepo ho hang. A ne a loketswe hore ebe a ngotswe ho feta/ re tla/ le tsebisa/ fela. Ha re nka lentse le le leng ho ao eleng *retla* moelelo wa lona ho sebui se sebedisang le ho tseba puo o a ritsa mme molaetsa oo moromelli a neng a batla ho o fetisa o a lahleha. Ha re le sebedise polelong ho hlakisa se bolelwang.

1. Mashodu a *retla* monnaholo.
2. Hosane *re tla* le tsebisa sephetho.

Re tadima kamoo moromelli a sebedisitseng lentse leo kateng moelelo moo ke wa ho kgaola motho dikotwana jwalokaha ho bontshitswe polelong ya 1 ka hodimo. Jwale seo a neng a hloka ho se fetisetsa ho momamedi se ile sa ritsa kaha tshebediso ya lentse leo ha e a nepahala.

Dipotso dingata hofeta
dikarabo

So as soon re thotse
details retla
letsebisa,so hanyane
fla ka potso

Setshwantsho sa 2

Mona re tla sheba tshebediso ya mantswe ana: *waka, hake le hao*. Le hona mona re hlokometse hore /waka/, /hake/ le /hao/ di ngotswe di kopane ha di ne di lokela hore ebe di ngotswe tjena -wa ka, ha ke le ha o. Lekola dipolelo tse latelang:

3. Moya *waka* o bohloko.
4. *Hake* hantle ho hang.
5. Ke tswa heso *hao* hantle.

Polelong ya 4 lentswe *hake* le hlalosa mofuta wa tlhaphi. Jwalakaha re tseba hore /Ha/ ke lebopi la tatolo. Ha ho le jwalo e lokela hore e ngolwe e arohane. Polelong ya 4 /ha/ e hlalosa hore ho hang motho eo ha a ikutlwe hantle mme polelo eo e lokela ho ba tjena- *Ha ke hantle ho hang*, e latolang taba ya hore motho eo o hantle.

Athe lentswe lena *hao*- le ngotswe jwalo ka lerui kapa lekgutsi moo qetellong ho lokelang ho ba le letshwao lena (!) empa jwale ha ho ka kengwa letshwao leo polelo e a fosahala. Moromelli moo o ne a leka ho hlalosa hore moya wa hae ha o hantle moo /ha/ e sebeditseng jwaloka lebopi hape la tatolo mme ke ka hoo e lokelang ho arohana e le hore e tle e fetise molaetsa o nepahetseng ho moamohedi wa ditaba.

Watseba keng moya
waka hake tlameile ho
kgutela Welkom ke
tswa heso hao shp at
all

Setshwantsho sa 2**Setshwantsho sa 3**

Setshwantshong se ka tlase re shebane le lentswe lena *hare*. Ha re tadima lentswe lena -*hare*-kamoo moromelli a le sebedisitseng kateng le retsisa moelelo ho moamohedi wa ditaba. Lekola dipolelo tse latelang:

6. Ma Bloemfontein hare tsamayeng.
7. Ma Bloemfontein ha re tsamayeng.

Ebang o balla hodimo dipolelo tsena tse pedi o tla utlwa qapodiso le sehlo hore di a fapana. Polelong e ka hodimo eleng ya 6 lentswe *hare* le bolela bohareng ba ntho jwalo kaha re ka re mohlala: Thabiso o kenelletse hare metsing. E fapana le polelo ya 7 moo re bonang taelo. Ha mona e bontsha kakaretso ya hore batho bohle bao eleng Ma Bloemfontein ke bona ba lokelang ho tsamaya.

Ma Bloemfontein hare
tsamayeng heh 🤔

Setshwantsho sa 3**Setshwantsho sa 4**

Setshwantshong sena re shebane le mantswe ana *kena, batla*. Tshebediso ya lentswe *kena* e ritsisa moelelo ho moamohedi. Mohlala:

8. Nako ya ho *kena* ka tlong ke hora ya bosupa.

9. *Ke na* le ngwana e moholo.

Mofetisi o ne a lokela hore a re *ke na le ngwana ya seng a fihlile dilemong tsa ho kena sekolo* empa jwale re bona a bua eka o bua ka motho ya lokelang ho kena kae kae mme ka nako e itseng. Moelelo o a ritsa kaha -ke- polelong eo ke leemedi la lebitso mme lebitso ha le ngolwe le kopane le leetsi.

10. Home affairs ba tla mpitsa.

11. Mme o batla lengolo bakeng sa ngwana.

Re hlokomela hore moromelli mona tshebediso ya lentswe *batla* ha e a nepahala mme moelelo o ritsitse ha o fihla ho moamohedi. *Batla* e lokela ho arohana hobane re hlokomela hore *tla* ke lebopi la lekgathe letlang polelong eo mme e lokela ho ngolwa e arohane le *ba* ebe jwale e tla baleha jwalakaha ho bontshitswe polelong ya 10 ka hodimo. *Batla* ho fapana le *ba tla* e arohaneng e sebedisitsweng ke moromelli mona ke ya ho batla/tsoma ntho e lahlehileng eseng ya ketso e tla etswa neng neng.



Setshwantsho sa 4

Setshwantsho sa 5

Setshwantshong sena re shebane le mantswa ana: *oka, hana*. Ha re tadime dipolelo tsena mme re bapise seo moromelli a neng a leka ho se fetisetsa ho moamohedi.

12. Mme o *oka* ntate.

13. Thabo o hana ngwana wa hae.

Mehlala e ka hodimo e amahana hantle le seo moamohedi ya tsebang puo a ka se hlalosang empa e ne e se seo moromelli a se fetisang ka molaetsa wa hae. Re hlokometse hore o setshwantshong se kahodimo e ne e lokela ho ngolwa e arohane mme polelo eo e balehe tjena 'Ha o ka bona' hore moelelo o tle o hlakele mohamohedi. Athe polelong ya 13 teng re hlokometse hore *ha* jwalo ka lebopi la tatolo e ne e lokela ho ngolwa e arohane ho bontsha bosio ba ntho.



Setshwantsho sa 5

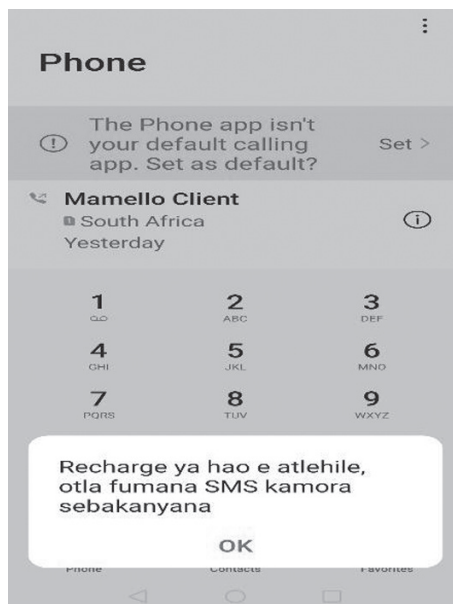
Setshwantsho sa 6

Setshwantshong sena re shebana le lentsewe *otla*. Ha re shebe ha re le sebedisa dipolelong tse fapaneng hore na moromelli o ne a hlile a nepile kapa tjhe.

14. Ntate o *otla* mme ka koto.

15. O *tla* fumana sms kamora sebakanyana.

Ha re sheba polelong ya 14 -otla- mona e hlalosa ho shapa e leng eo moromelli a e sebedisitseng polelong ya hae. *tla* ke lebopi la lekgathe letlang mme le supa hore ketsahalo eo ke hona e tlang ho etsahala. Sena re se bona ho polelo ya 15 moo e bontshang hantle hore kamora hore motho a reke moya, ke hona a tla fumana molaetsa o mo tsebisang hore e se e kene.



Setshwantsho sa 6

Setshwantsho sa 7

Setshwantshong sena teng re shebana le mantswa ana: seso le oka.

16. Seso se monate ha se ngwauwa ke monga sona.
17. Rakgadi o oka malome.

Ha re shebile mona re fumane hore molaetsa wa moromelli o ile wa ritsa ho moamohedi ya tsebang puo. Re hlokomela hore lebopi la tatolo se ho polelo ena le kopantswe le so mme sena se re bopela lentswe lesele le fapanang le seo moromelli a neng a batla ho se fetisetsa ho moamohedi wa ditaba.

18. Society ha se so dule. Hona ho bolela hore taba ena ha e so etsahale. Kaha /ha/ le /se/ ke mabopi a tatolo a lokela ho ngolwa a arohane hore moelelo o tle o hlake. Kaha /ha/ polelong ena e sebeditse e le lelatodi moo e lalotang taba ya hore *society* se dutse. Polelo ya rona e lokela ho ngolweha tjena *society* ha se a dula.

19. Ebe eka o ka loma setsu. Polelo ena e bontsha kgonahalo mme e lokela ho ngolwa e arohane hore moelelo o hlake.



Setshwantsho sa 7

Setshwantsho sa 8

Setshwantshong sena re ile ra shebana le mantswa ana: *ba o le hae*. Jwalokaha ho hlalositsewe pejana, /ha/ ke lebopi la tatolo mme e lokela ho arohana ka dinako tsohle ha e sebediswa moo e leng lebopi la tatolo. Ha re hlahloba:

20. Mme o ile hae.
21. Tswekere ha e monate.

Ha re tadima polelo ya 20, lentswe lena *hae* le bolela sebaka moo motho a dulang teng. Ha re tadima tsela eo moromelli a sebedisitseng lentswe lena *hae* e fapane le molaetsa oo a neng a batla ho o fetisa. O ne a leka ho hlalosa hore *tswekere ha e monate*, mme jwale ha ho le jwalo /ha/ moo e ba lelatodi mme ha re latola taba ya hore ha e monate /ha/ e lokela ho ngolwa e arohane ho e.

22. Thiba banna bao.

23. Ba o hloye.

Ha re tadima tshebediso ya *ba o hloye* ya 22 e sebeditse jwaloka lesupi le haufi le mmuiswa mme le hojana le mmui. E fapane le *ba* eo e leng leemedi la lebitso polelong ya 23 eo moromelli a neng a leka ho bua ka yona polelong ya hae. Sena se re tlisa ntlheng ya hore *ba* kaha e sebeditse e le leemedi le emetseng batho ba bohadi, e ne e lokela ho ngolwa e arohane le /a/ hobane ebang di kopangwa, di bopa lesupi mme sena se ritsisa moelelo wa seo ho buuwang ka sona.



Setshwantsho sa 8

Setshwantsho sa 9

Setshwantshong sena re ile ra shebana le lentswe *hase*. Jwalo fela ka mehlaleng e fetileng, re bona mona tshebediso ya /ha/ e ngolwa e kopane mme e ritsisa molelo wa se bolelwang ke moromelli.

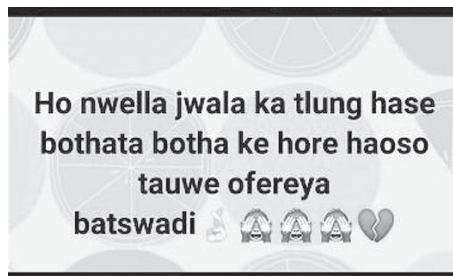
Ho:

24. Dirontsho a tla a patwa jwalo ka hase.

25. Ho nwellwa jwala ka tlong ha se bothata.

Re bona mona ho sebedisitswe mabopi a mabedi a tatolo eleng /ha/ le /se/ mme he, ha ho le jwalo a lokela ho ngolwa a arohane hobane ha a kopangwa a bopa lentswe le leng leo e leng *hase*. Lentswe *hase* le bolela motho ya hloakang batswadi kapa ya sokolang eleng seo moromelli a neng a sa bue ka sona. Seo a neng a se hlalosa ke hore ho nwellwa jwala ka tlong ha se bothata, e latolang taba ya hore ho nwellwa ka tlong ke bothata.

Jwale he re fumane hore hangata mantswa ha a sa ngolwe ka nepo, moelelo o a ritsa mme sena se baka pherekano e kgolo haholo ho moamohedi wa ditaba. Leha ho bonahala eka ke puo e nepahetseng ha batho ba ngotse ka mokgwa le tsela eo empa bonneteng ba taba ke hore ha ho a nepahala ho hang mme sena se thunthetsa puo hoo qetellong molaetsa o fetiswang o qetella o sa fihla ka botlalo ho moamohedi wa ditaba. Jwale he re lokela ho ba sedi haholo ha re ngola puo ho qoba dintho tse kang tsena. Ditabeng tse lateleng re tlo sheba kamoo motlolo wa Shannon le Weaver o ka re thusang kateng ho qoba le ho fokotsa ditshitiso tse ka bang teng ha moromelli a romella molaetsa wa hae ho moamohedi.



Setshwantsho sa 9

Dipuisano

Lebaka le ka sehloohong ke la hore moromelli ha a natse hore na molaetsa o fihla ka tsela e jwang ngolong ya hae ho moamohedi, ha feela yena a fetisitse molaetsa ka ngolo ho lokile.

Taba e nngwe e ka sehloohong ntle le mantswa ao re seng re buile ka ona ke taba ya ho ngola mantswa ho latela kamoo re a bitsang kateng. Ho tea mohlala re ka hlwaya mantswa a latelang ho tswa ditshwantshong tse ka hodimo [skolong-sekolo, fla-fela, heh-he!, krapa- kerapa le haoso-ha o se o]. Hona ho re tlisa tabeng ya hore tsela eo re buang ka yona e susumetsa tsela eo re ngolang ka yona, ebe qetellong dibui tsa puo di amohela tshilafatso e bang teng puong ka le reng puo e a hola kapa ka le reng ho salang ke hore molaetsa wona o fetile. Sena se tlisa tshitiso e kgolo le tshilafatso e kgolo puong. Qetellong re qetella re sa tsebe hore ebang re re re ngotse ka nepo ke ha re ngotse jwang. Jwale he, ha re shebe dintho tse re ipapisitse le dikotwana tsa motlolo wa Shannon le Weaver (1948).

Moromelli

Baromelli ba melaetsa ena e ka hodimo ba fapa-fapane ho kenyeletsa kahare bana, batho ba baholo le melaetsa ho tswa ho neteweke ya Cell C. Baromelli ba leka ho fetisetsa melaetsa ho baamohedi ba ditaba.

Sefetisi/Encode

Melaetsa ena e ka balwa habobebe ka tshebediso ya diselefouno, kaha selefouno mona e fetola se ngotsweng ho ba molaetsa o balehang. Jwale selefouno jwalo ka sefetoledi e entse mosebetsi wa bohlokwahadi bakeng sa ho ka fetisa molaetsa wa moromelli kaha e fetoletse se mohopolong wa moromelli ho ba mantswe ao moamohedi a ka kgonang ho a bala. Re bona e fetisa se neng se le mohopolong wa moromelli ka hore e se fetolele mokgweng wa mantswe e le ho bebofaletsa moamohedi wa ditaba ho ka tseba se mohopolong wa moromelli. Selefouno jwalo ka ka sebebediswa sa marangrang se thusa ho fetisa molaetsa ka potlako ho ya ho mo amohedi jwalo ka ka motjha wa dipuisano.

Metjha/Channel

Marangrang ke o mong wa metjha e sebediswang bakeng sa dipuisano. Ona ke mokgwa o motle haholo wa ho fetisa molaetsa ka potlako mme o thusa ho fihlella batho ba bangata ka nako e kgutshwane. Nakong tse ding ho *WhatsApp* batho ba fetisa melaetsa ena ho boemo ba bona, mme ka puo e adimilweng re ka re ho diseteithase (*status*) tsa bona. Hona moo ba kgona ho lekola hore ke batho ba bakae ba di shebileng mme sena se ba thusa ho fihlella ho tseba lenane la batho bao molaetsa o fihlileng ho bona. Athe ho *facebook* teng mokgwa wa ho ananela kapa seo ba se bitsang dilaeke (*like*) se thusa moromelli ho fumana lenane la batho bao moaetsa o ba fihlileletseng. Jwale he ho ba le datha (*data*) e lekaneng ke hona ho ka thusang moamohedi ho fumana melaetsa ena ya marangrang.

Tshitiso/Noise

Tshitiso ekaba ntho efe kapa efe e ka fetolang moelelo wa molaetsa. Ho hloka datha, ho thunthetsa puo, mongolo le tse ding ke mehlala ya ditshitiso. Bakeng sa melaetsa e ngotsweng ho marangrang, mopeleto ke nngwe ya ditshitiso tse kgolo tabeng ya ho fetisa molaetsa. Ho se ngole mantswe ka nepo ho ritsisa moelelo wa lentswe ebe se buang se ritsa ho moelelo wa mantlha wa seo se neng se o reretswe. Sena re se bone ho ditshwantsho tseo re seng re fane ka tsona ka hodimo, moo molaetsa o ritsang teng ka lebaka la ho se ngole le ho peleta mantswe ka nepo.

Sefetoledi/Decode

Ke boikarabello ba sefetoledi ho fetolela se ngotsweng ho marangrang ho ba molaetsa o utlwalang kapa o utlwisisehang ho moamohedi. Seo re se hlalolang mona ke hore nakong eo moromelli a hatlang molaetsa founong ya hae kapa ho se sebediswa sefe kapa sefe, founo kapa sesebediswa seo se etsa bonnete ba hore se mohopolong wa moromelli se hatlang ka mantswe ao moamohedi a tlang ho kgona ho a bala.

Moamohedi/Receiver

Baamohedi ke batho bohle ba ileng ba fumana molaetsa. Jwale motho ya shebang boemo ba e mong ho *WhatsApp* kapa ya ananelang ho *Facebook* a ka fumana molaetsa oo o hlakile ka hohlehohle ebang diphoso kapa ditshitiso di ile tsa hlaolwa pele molaetsa o ka rongelwa kapa hona ho phatlalatswa. Moamohedi a ka utlwisisa ditaba ho ya ka kutlwisiso ya hae. Puisano e atleha ha feela molaetsa o tolokwa ka tsela e tshwanang ho tswa mohopolong wa moromelli. Jwale he, ha re sheba tsela eo baomohedi ba tolokang melaetsa e tswang ho moromelli ho ditshwantsho tse fanweng. Re fumana hore ha se seo se neng se le mohopolong wa moromelli sethatong, lebaka ke hore moelelo o ile wa ritsiswa ke ho se ngole ka nepo.

Molaetsa/Message

Melaetsa ena e fanwe e le ho totobatsa maikutlo a moromelli le ho fana ka tshedimisetso e itseng. Molaetsa leha o totobetse, ha ditshitiso di le ngata, sena se etsa hore moelatsa o fihle o sa hlaka ho moamohedi.

Tlaleho/Feedback

Puisano ya marangrang e thusa hore melaetsa e fihlele batho ba bangata ka nako e kgutshwane hape le ka nako e le nngwe. E meng ya melemo ya puo ya marangrang ke hore motho o na le nako ya ho nka nako ya hae pele a ka fana ka tlaleho. Ka hore a nahanisise ka botebo seo a se fumaneng ho tswa ho moromelli pele a ka fana ka tlaleho. Hang ha a fumane molaetsa, a ka fana ka tlaleho, ka hore a tshwaele ho seteithase sa moromelli e le ho fana ka tlaleho ya hore molaetsa o fihlele ho yena ha a qeta ho boha seteithase ho *WhatsApp* kapa ho *Facebook* ya moromelli. Ho arabela ho i-meile e rongetsweng ke moromelli ke netefaleltsa ya hore molaetsa o fihlele ka nepo ho moamohedi. Ho fana ka tlaleho ha o qeta ho fumana i-meile ho tswa ho moromelli ke letshwao la bohlokwa la ho ananela hore molaetsa o fihlele. Tlaleho e netefalletsa moromelli hore efela moamohedi a fumane molaetsa wa hae.

Qetello

Jwalokaha Shannon le Weaver (1948) ba hlalosa motlolong wa bona, ho bohlokwa ho moromelli ho ela hloko hore ditshitiso ha di be teng nakong eo a romellang molaetsa. Jwale he, ho hlokomelehile hore ditshwantshong tse ngata tse fanweng ka hodimo, ditshitiso di ngata mme sena se baka tshitiso bakeng sa tsamaiso ya molaetsa. Sena se etsa hore molaetsa o se ke wa fihla ka tsela e nepahetseng ho moamohedi kahore moelelo o ritsetsa nthong esele. Hona ho bolela hore se neng se rerilwe ke moromelli ka molaetsa wa hae kapa se neng se le mohopolong wa hae, ha se a fihla ka tsela eo a neng a lebelletse ka yona ho moamohedi. Ho boetse ho hlakile hore tabataba ya mongolo e sa ntsane e le pharela ho Basotho haholo mona ho marangrang a setjhaba.

Motlolo ona wa Shannon le Weaver (1948) o re thusa hore re ele hloko ka dinako tsohle hore puo ya rona e be e hlwekileng, mme re ele hloko hore molaetsa o tla fihla ka nepo ho moamohedi ha feela ditshitiso di hlaotswe. Sena se tla thusa ho fokotsa bohlaswa le ho hlaola diphoso tse ngata tseo re di bonang puong ya rona ya Sesotho.

Basotho ba se ba amohetse diphoso tsena jwalokaha eka ha se diphoso. Ba na le polelo e reng ha fela molaetsa o fetile, o utlwile hore ke ne ke reng kapa ke batla ho reng, mathata ha a yo. Sena ke sona se bakang bothata bo boholo puong mme se bontsha ho se kgathalle le ho baballa puo ya rona. Ha ka lehlakoreng le leng molaetsa oo motho a reng o fetile e se ona oo a neng a rerile ho o fetisa hobane jwale moelelo o ile wa ritsa ho mmadi kapa moamohedi wa ditaba a neng a bala se ngotsweng ke moromelli. Jwale ho bohlokwa hore motho a utlwisise se buuwang, ekaba ka tsela ya ho ngola kapa ya puisano ya molomo hobane sepheo se seholo sa puo ke hore batho qetellong ba utlwisise seo ho buuwang ka sona.

Dikgothaletso

Jwalokaha ho se ho bontshitswe ka mehlala le dipolelo diratsweng tse ka hodimo, pampiri ena e kgothaletsa beng ba puo jwalo ka Basotho ho rata le ho boulella puo ya bona kahore ba e ngole le ho e bua ka nepo haholo ho marangrang ana a setjhaba mme moo ba hlokang tataiso ba ikopanye le ditsebi tsa puo. Re tla hopola hore marangrang ke sebaka seo boholo ba batho ba teanang ho sona mme tshbediso ya puo e ka hola kapa ya putlama hona moo. Kahoo mofuputsi o kgothaletsa batho ho sebedisa puo ka nepo kaha dipuisano tsa bona di ka sebediswa e le mehlodi ya ho ruta le ho ithuta dikolong.

Jwale ke ka hona ho leng bohlokwa hore pele motho a ka romela eng kapa eng ho marangrang a setjhaba, a ke a leke ka hohle-hohle ho hlaola diphoso tsa puo ho seo a se romelang. Lebaka ke hore seo motho a se romelang se tlo fihlella batho ba bangata mme se ka ba le kgahlamelo e mpe haholo ho bana ha re tla re shebane le ditaba tsa puo. Dikhamphane le dibaka tsa mmuso ho kenyeletsa dikolo, dimmasepala le mafapha a fapaneng, di kgothaletswa ho hira ditsebi tsa puo hore ba tle ba hlaole diphoso tsa puo pele melaetsa e hatitsweng e ka romelwa setjhabeng. Kgothaletso e leba haholo ha ba etsang diphatlalatso tse hodisitsweng jwalo ka diboto, diphousetara le masedinyana hammoho le dipapatso. Hore motho a tle a tsebe ho ngola ka nepo, o kgothaletswa ho qapodisa seo a se ngolang le ho se balla hodimo makgetlo a ka bang mararo ele hore a tle a tsebe ho ngola mantswe le dipolelo ka nepo. Sena se tla mo thusa ho qoba diphoso tse ngata tsa mongolo le

mopeleto puong e ngolwang hobane sehalo le lebelo di bapala karolo e kgolo ha re tla tabeng ya ho ngola. Basebedisi ba puo ba kgothaletswa ho bala masedinyana le ditemoso tse tswang makaleng a laolang puo a jwalo ka PanSALB le Lefapha la Dipuo ho tswa ho Lefapha la Dipapadi, Bonono, Botjhaba le Boikgathollo mme ba sebedise puo ka tsela e nepahetseng.

English summary

This article examines the problems caused by not writing Sesotho correctly on social media platforms. The observation is that the way people write on these platforms has an impact on the language. The articles seek to understand what these problems are through collecting data from various social media platforms are such as e-mails, Facebook, WhatsApp and text messages. According to Shannon and Weaver's communication model, meaning gets distorted if noise is not eliminated before the message can be sent. As a result, when people choose to write messages on social media platforms without editing the language, it causes the distortion of meaning since the intended message is not interpreted correctly by the receiver due to grammatical errors.

This study is premised on Shannon-Weaver's communication model because it studies how meaning is affected when noise is not limited before the message can be sent by the sender. The reviewed literature demonstrates that studies on the problems caused by not writing Sesotho properly on social media are limited. Therefore, the study contributes knowledge to the body of knowledge in this field. The study reveals that people should learn to proofread and edit their messages before they publish them. Based on the findings, writers need to check their messages for grammatical errors before sending to avoid distortions of meanings.

ORCID ID

Aaron Mpho Masowa: <https://orcid.org/0009-0007-0193-8315>

Mehlodi

- Al-Fedaghi S. 2012. A conceptual foundation for the Shannon-Weaver model of communication. *International Journal of Soft Computing* 7(1): 12–19. <http://dx.doi.org/10.3923/ijscmp.2012.12.19>
- Baecker D. 2013. Systemic theories of communication. In: Cobley P, Schulz PJ (eds), *Theories and Models of Communication*. Berlin: De Gruyter Mouton. pp. 85–100. <https://doi.org/10.1515/9783110240450.85>
- Barrot JS. 2022. Social media as a language learning environment: a systematic review of the literature (2008-2019). *Computer Assisted Language Learning* 35(9): 2534–2562. <https://doi.org/10.1080/09588221.2021.1883673>
- Drew C. 2019. Shannon Weaver Model Of Communication – 7 Key Concepts. <https://helpfulprofessor.com/shannon-weaver-model/> [accessed 23 August 2021].
- Gaber FT. 2022. Social life after Covid-19: a linguistic study in light of Shannon-Weaver's model of communication. *Molecular Biology* 14(1): 2004–2041. <http://dx.doi.org/10.21608/jfafu.2021.95343.1592>
- Griffin E. 2012. *A first look at communication theory* (8th ed.). New York: McGraw-Hill.
- Hew KF, Cheung WS. 2013. Use of Web 2.0 technologies in K-12 and higher education: The search for evidence-based practice. *Educational Research Review* 9: 47–64. <https://doi.org/10.1016/j.edurev.2012.08.001>
- Ito M. 2019. Kokyo to jyodoteki network: Komyunike-shon shihonshugi to shokuhatsu sareru jyodo [Public and affective network: Communication capitalism and affect inspired] Shiso [Thought] No.1140. Tokyo: Iwanami. pp.59–81.
- Kubota M. 2019. What is 'communication'? Beyond the Shannon & Weaver model. *International Journal for Educational Media and Technology* 13(1): 54–65. https://jaems.jp/contents/comej/vol13/06_Kubota.pdf
- Lucas A. 2015. The Importance of Verbal & Non Verbal Communication. <http://www.livestrong.com/article/156961-the-importance-of-verbal-non-verbal-communication/> [accessed 12 August 2021].

- Manca S. 2020. Snapping, pinning, liking or texting: Investigating social media in higher education beyond Facebook. *The Internet and Higher Education* 44: 100707. <https://doi.org/10.1016/j.iheduc.2019.100707>
- Prabavathi R, Nagasubramani PC. 2018. Effective oral and written communication. *Journal of Applied and Advanced Research* 3(S1): S29–S32. <https://doi.org/10.21839/jaar.2018.v3iS1.164>
- Shannon C. 1948. A Mathematical Theory of Communication. *The Bell System Technical Journal* 27(1): 379–423.
- Yashima T, Kubota M. 2012. *Intercultural communication: Global mind and local affect*. Tokyo: Shohakusha.